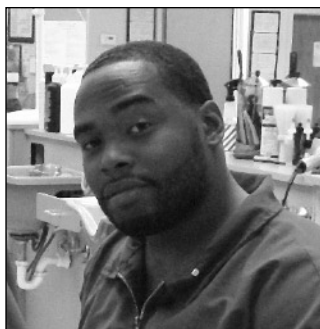


# Missouri State Rehabilitation Council

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Stephanie Everett



Maurice Puckett



Wanda Nelson

## 2008 Annual Report

December 2008

Published by the Division of Vocational Rehabilitation  
Missouri Department of Elementary and Secondary Education  
3024 Dupont Circle, Jefferson City, MO 65109  
Web site: [www.vr.dese.mo.gov](http://www.vr.dese.mo.gov)

The Division of Vocational Rehabilitation, operating under the Missouri Department of Elementary and Secondary Education, does not discriminate on the basis of race, color, national origin, sex, disability, or age in its programs and activities. Inquiries related to Department programs may be directed to the Title IX Coordinator, Jefferson State Office Building, 5th Floor, 205 Jefferson St., Jefferson City, MO 65102-0480; telephone number (573) 751-4212. Anyone who requires auxiliary aids or services in connection with vocational rehabilitation services should contact the Division of Vocational Rehabilitation at (573) 751-3251 or through Relay Missouri at 1-800-735-2966 TTY, 1-866-735-2460 VOICE or dial 711.

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# Mission Statement

(Adopted Nov. 4, 1999)



## Missouri State Rehabilitation Council

### Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams and participate in society.

### Our Mission

To ensure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

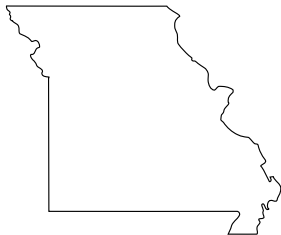
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

### Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to ensure that the rehabilitation needs of all Missourians are met.

To support the Division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act and the Individuals with Disabilities Education Act.



# MISSOURI STATE REHABILITATION COUNCIL

3024 Dupont Circle ■ Jefferson City, Missouri 65109  
Phone: (573) 751-3251 ■ TTY: (573) 751-0881 ■ Facsimile: (573) 751-1441

**Gary Maddox**  
Springfield  
Chairperson

**Greg Wingert**  
Lohman  
Vice Chairperson

**Penny Adams**  
St. Joseph

**Karen Allan**  
Jefferson City

**Linda Benoit**  
Black Jack

**Cecilia Callahan**  
Jefferson City

**Tammy Honse Chute**  
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**Jason Curry**  
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**Barbara J. Gilpin**  
Jefferson City

**Melissa Gower**  
Warrensburg

**Tracey Gunn**  
St. Louis

**Rose Marie Hopkins**  
Jefferson City

**Manfred Leonhard**  
Columbia

**Terry Smith**  
Mexico

**Mary Stodden**  
St. Charles

**James Terrill**  
Centralia

**C. Jeanne Loyd**  
Assistant Commissioner  
Ex Officio Member  
Jefferson City

December 31, 2008

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the Council's annual report for fiscal year 2008. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have advised the Division on innovative programming to reach the underserved populations in Missouri as well as exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the Council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make choices in obtaining meaningful employment. Employment is a key to independence.

Sincerely,

Gary Maddox  
Chairperson

# State Rehabilitation Council Members



**Gary Maddox**  
Springfield  
Chairperson



**C. Jeanne Loyd**  
Jefferson City  
Ex Officio Member  
MDVR's Assistant Commissioner



**Greg Wingert**  
Lohman  
Vice Chairperson



**Penny Adams**  
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**Karen Allan**  
Jefferson City



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Columbia



**Terry Smith**  
Mexico



**Mary Stodden**  
St. Charles



**Jim Terrill**  
Centralia

# Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The Council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, council members represent the Statewide Independent Living Council; the Parent Training and Information Center; the Client Assistance Program; the Division of Vocational Rehabilitation; the Division of Special Education, the state agency responsible for the Individuals with Disabilities Act; the State Workforce Investment Board; community rehabilitation program service providers; disability advocacy groups; current or former applicants/recipients of vocational rehabilitation services; and business, industry and labor.

The Council is responsible for reviewing, analyzing and advising the Division of Vocational Rehabilitation (VR) regarding its performance on such issues as eligibility, services provided to consumers and any other functions affecting people with disabilities.

## **DURING FY08,** the Council was actively involved with the Division. Some of its accomplishments and activities were:

met with Division staff and community rehabilitation program providers regarding the status of innovation and expansion activities intended to increase services for Hispanic consumers and consumers with autism and autistic spectrum disorders

provided recommendations to the Division on policy revisions

coordinated and participated in presentations and activities with other councils and agencies including the Missouri Commission for the Deaf and Hard of Hearing, the Client Assistance Program, the State Independent Living Council, the Department of Mental Health, the Parent Training and Information Program, the Rehabilitation Continuing Education Program, and the Divisions of Workforce Development and Special Education

attended and participated in division public hearings to provide input on the state plan

assisted the Division with evaluating consumer satisfaction feedback and provided recommendations

participated in the Council of State Administrators of Vocational Rehabilitation national meeting in Washington, D.C.

attended the State Rehabilitation Council Forum held in St. Louis, Mo., which offered training for council members and networking opportunities

analyzed and provided recommendations to the Division regarding the state plan's comprehensive statewide assessment of needs, goals, priorities, standards and performance indicators and the comprehensive system of personnel development

assisted division staff in preparing the Council's 2008 annual report

provided comments to the Division regarding issues pertaining to waiting lists (Order of Selection)

reviewed and provided input on VR's new Client Services Guide that is now available on the Division's Web site

# Mission Statement

## Missouri Department of Elementary and Secondary Education

### Division of Vocational Rehabilitation

*“Making a positive difference through education and service”*

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools and citizens.

We provide leadership and promote excellence. We:

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We:

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.



**D. Kent King**  
Commissioner of Education



**C. Jeanne Loyd**  
Assistant Commissioner  
Vocational Rehabilitation

## Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2008

The Honorable Matt Blunt  
Governor of Missouri  
State Capitol  
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2008. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

Due in part to the number of new applicants, rising service costs, and limited federal funding, the Division has operated under an Order of Selection since October 2003. As prescribed by the Rehabilitation Act, this requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

During FY08, the Division helped 4,365 individuals reach successful employment outcomes, which is an increase from last year. The Division also met all required standards for Federal Performance Indicators and had a success rate of 67.1 percent for all individuals who received services and exited the program.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 6,100 students per year in 416 school districts. In FY08, we assisted over 740 students in reaching their employment goals.

The program's customer satisfaction survey results and success rates are among the top in the nation, if not first.

The Council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the Council, and it has been my privilege to work with them this past year.

In closing, I, along with the Council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in black ink, reading 'C. Jeanne Loyd', is positioned above the typed name.

C. Jeanne Loyd  
Assistant Commissioner  
Missouri Division of Vocational Rehabilitation

# Highlights

## of the Vocational Rehabilitation Program

Important items to note from FY08 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,365** consumers with disabilities achieved successful employment outcomes.
- ▶ **27,799** eligible consumers worked with VR counselors.
- ▶ **99%** of successfully employed consumers had significant disabilities.
- ▶ **849** consumers were successfully employed through supported employment services.
- ▶ **741** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **416** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$46,533,864** is the total annual increase in income, from referral to closure, for 4,031 competitively employed consumers.
- ▶ **VR met or exceeded** all Federal Standards and Indicators (see page 31).

# Agency Overview

Prepared on behalf of the SRC, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation during federal fiscal year 2008 (Oct. 1, 2007 to Sept. 30, 2008).

On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, VR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to VR and the number of consumers served.

During FY08, vocational rehabilitation counselors worked with more than 27,000 eligible people in various categories with an average daily census greater than 19,000. In FY08, 4,365 consumers had successful outcomes out of a total of 6,509 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

Figure 2 shows that more than 67 percent of consumers who received services with VR were successfully employed. This figure is a percentage of all eligible consumers leaving VR who received services.



VR provided Wanda Nelson with hand controls for her car. "There would be so much I couldn't do without (VR)," Nelson said. "They really helped me a lot."

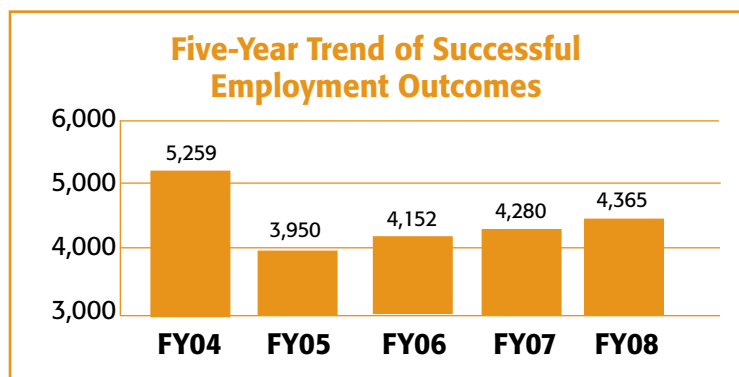


Figure 1

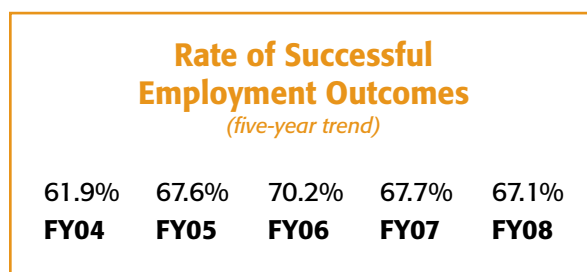


Figure 2

## Agency Overview (continued)



During its November quarterly meeting, the SRC listened to a mental health presentation titled “Work and Recovery: A Personal Journey of Family, Friends and Support.” Presenters were Robert Qualls (*standing*), state advisory council chair for the Department of Mental Health’s (DMH) Division of Comprehensive Psychiatric Services; Manfred Leonhard (*left seated*), SRC member and community support assistant with New Horizons; and Karren Jones (*middle seated*), staff and consumer support specialist with the National Alliance on Mental Illness.

## State Funding

Support from the governor’s office and state legislators meant sufficient funds were available to match federal funding in FY08. VR receives state funds from General Revenue, Lottery and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

## Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The Division continues to seek SSA reimbursements. As of Sept. 30, 2008, the Division had received \$1,878,246. Figure 3 provides VR’s reimbursement totals for the past five years.

SSA Trust Fund Reimbursements (five-year trend)				
\$1,972,458	\$942,701	\$2,024,975	\$1,746,255	\$1,878,246
<b>FY04</b>	<b>FY05</b>	<b>FY06</b>	<b>FY07</b>	<b>FY08</b>

Figure 3

### Consumer Satisfaction

Another priority for the Division is consumer satisfaction with VR staff and services. The SRC is responsible for reviewing and analyzing consumer satisfaction. On behalf of the SRC, the Division administers a consumer satisfaction survey (pages 26-28). The feedback is shared with division management, supervisors and counselors. This information is used as a tool to improve services, evaluate staff performance and determine training needs.

The Division sends postage-paid survey cards to a random sample of closed cases — cases closed either before or after receiving services. To avoid influencing consumers' responses, the surveys are mailed from one central location by an individual other than a counselor or support staff.

During FY08, the Division surveyed over 1,900 individuals, a sample representative of all consumers who received services and exited the program. Of these individuals, 98 percent felt they were treated with respect, and 93 percent stated that information and services were readily available.

A pilot project is currently underway in the Rolla, Farmington, St. Louis South and Kansas City North VR offices. This project measures consumer satisfaction immediately after the initial plan period. The results of the pilot project give the Division an idea of consumers' satisfaction at the time of service delivery. In FY08, survey results were positive with a 39 percent response rate. Of the 238 responses, 98 percent of the respondents felt that they were treated with respect, and 97 percent reported that their VR experience was good. Since the pilot project provided valuable information, the SRC and VR agreed to make the program permanent and expand it statewide in FY09.

### Quality Assurance

In an effort to ensure quality casework is performed consistently statewide, the Division created a Quality Assurance (QA) unit. The new QA unit began reviewing cases Oct. 1, 2008. The unit is comprised of five VR staff who are experienced at working with VR consumers. Having a designated unit reviewing cases full time will allow the Division to provide timely feedback to VR staff, ensure each district office is interpreting division guidelines in the same way and assist in identifying areas where training or additional guidance may be needed to improve the services received by VR consumers.

### Division Teams

The Division continues to enlist the aid of teams consisting of agency staff, providers and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Community Rehabilitation Providers/Vocational Rehabilitation, Transition, Cultural Diversity, Assistive Technology and Quality Assurance. As a result, many recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.

# Interagency Cooperation

## Division of Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The Division ensures that the provisions of the Workforce Investment Act of 1998 are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state and local agencies providing services in “one-stop shops” known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. VR is a key partner and works closely with the Career Centers to provide program accessibility, physical accessibility to and from the centers (including job sites) and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.

## Department of Mental Health

In October 2006, the Substance Abuse and Mental Health Services Administration awarded a Mental Health Transformation Grant to Missouri totalling \$14 million over a five-year period. The grant addresses weaknesses at the state and federal levels in mental health care as identified by President Bush in his “New Freedom Commission on Mental Health” report, issued July 2002. Mental Health Transformation involves moving the mental health system from one that is disability-based to one built on public health principles.



Members of the Missouri Mental Health Transformation's employment subcommittee worked on policies at VR's Central Office to execute the Comprehensive State Mental Health Plan. Members (left to right): Kathy Kelly, VR assistant director; Jan Kobjez, VR counselor III; Michael Metz, VR assistant district supervisor; Karen Battjes, DMH adult program policy coordinator, Office of Transformation; John Harper, VR assistant director and subcommittee co-chair; and AnnMarie Fleming, VR counselor II.



## Interagency Cooperation (continued)

During the grant's first year, a Comprehensive State Mental Health Plan was created by the Transformation Leadership Workgroup. Gov. Matt Blunt's Executive Orders 06-39 and 07-15 established the workgroup, which is comprised of consumers, family members and senior leaders from the Departments of Mental Health, Social Services, Health and Senior Services, Corrections, Public Safety, and Elementary and Secondary Education, which is represented by Jeanne Loyd, assistant commissioner of VR.

In the second year of the grant, five cross-departmental work groups began implementing some of the Transformation priorities. The groups were tasked with creating cross-departmental policies to execute key strategies of the Comprehensive State Mental Health Plan. The work groups addressed the following :

- Employment
- Evidence-based practices
- Housing
- Mental health and aging
- Mental health promotion and education

## Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)\* to provide direct services to people with disabilities.

The 2008-2010 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey as opposed to the mailed surveys previously used. In 2007, the CILs telephoned a random sample of 2,732 consumers (both active and inactive) concerning satisfaction in areas such as independent living training, benefits advisement services and personal assistance. Survey results revealed that 99 percent of respondents were satisfied with independent living training. Ninety-eight percent of respondents were satisfied with benefits advisement services, and 97 percent were satisfied with personal assistance and referral services.

During 2008, SILC was involved in a number of activities designed to address the independent living needs of people with disabilities. In April, SILC participated in the 2008 Power Up Conference and Expo held at Tan-Tar-A in Osage Beach, Mo. SILC members helped with sessions, facilitated discussions and were guest speakers. In addition, SILC partnered with the Starkloff Disability Institute in sponsoring the Universal Design Summit III, September 21-23 in St. Louis, Mo. The conference's goal was to promote awareness of the need for accessible housing. SILC is planning an Independent Living (IL) Summit for June 28-30, 2009, in Columbia, Mo. The conference will offer a broad range of IL topics. CIL members will attend and speak on center staff and board member training and legislative updates.

\* See page 32 for CIL listings.

# Transition Services

**T**ransition Services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into postsecondary education, integrated employment (which includes supported employment) or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning and providing transition services.

The Transition Team, composed of VR staff and special education personnel at both the state and local levels, provides support and technical assistance regarding transition-related activities and services for students with disabilities. The following are some of the goals that the Transition Team will be working on in FY09:

- developing and conducting regional transition training for all VR and special education staff and adult service agency providers
- aligning VR and special education transition assessment services and promoting the development of transition partnering activities with schools and providers
- interfacing with statewide special education transition initiatives to reduce duplication of efforts at the local level
- increasing VR marketing efforts with business customers for transition-age youth
- partnering with VR's Diversity Team to improve services and outcomes for transition-age youth

FY08 Transition Services Facts:

- 741 eligible transition students reached successful employment outcomes.
- 67% of all eligible transition students who received VR services and exited the program achieved successful employment outcomes.
- 6,127 students worked with VR counselors prior to graduation.
- 416 of 449 (K-12) school districts in the state operated Cooperative Work Experience Programs (COOP).
- 879 transition students participated in the VR COOP program.

In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY08, approximately 311 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 221 different school districts and 30 various CRPs and SESP. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.



The Transition Frameworks Task Force, part of the Missouri Interagency Transition Team, met in October to work on improving services and outcomes for transition-age youth. Members (*starting left around the table*): Brenda Simmons, VR; Cheryl Thompson, Meramec Valley School District; David Stephens, Aurora School District; Kathi Mills, Midway School District; Lori Brownell-Wagner (*hidden from view*), Hannibal School District; Pamela Earnest, Nevada School District; Laura Olmstead, Troy School District; Sally Morgan Smith, North Kansas City School District; Marilyn Smith, Special School District of St. Louis County; Dorothy Parks, VR; Deb Drury, Truman State University RPDC; Jackie McKim, Department of Elementary and Secondary Education (DESE); and Karen Allan, MPACT.



# Integrated Community Rehabilitation Programs

The Division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes.

CRPs are nonprofit organizations that are accredited by the Commission on Accreditation of Rehabilitation Facilities. They provide people with disabilities comprehensive vocational evaluations, employee development, employment skills training, employment services and employment transition services.

While the Division funds a multitude of services for more than 8,200 consumers in CRPs, it does not own or operate any of the programs. Access to community-based services for consumers in all areas of the state continues to be a division priority. As a result, all CRPs emphasize community integration.

The Division appointed a team comprised of VR managers, supervisors, counselors and CRP staff to meet several times per year to develop strategies for improving community-based services for people with disabilities. This group of professionals accomplished many positive changes, including the development of partnering plans at the local office level; quality improvement strategies; developing a cooperative agreement that is signed by VR and the CRPs; streamlining employment, supported employment and assessment services; and developing new and innovative approaches for services.

A complete listing of all division-approved CRPs can be found on page 33.

## Supported Employment Services

The Division provides Supported Employment (SE) services to a diverse population of consumers as indicated by Figures 4-6 (pages 17-18). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY08, 73 percent of consumers who received SE services and exited the program were successfully employed.

In FY08, VR worked with 79 Supported Employment Service Providers (SESPs) serving all counties in Missouri. This expanded coverage means more choices for consumers.

### Other Supported Employment Statistics

The Division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 7 (page 18) shows the average costs of services, hourly wages and other statistics for supported employment.

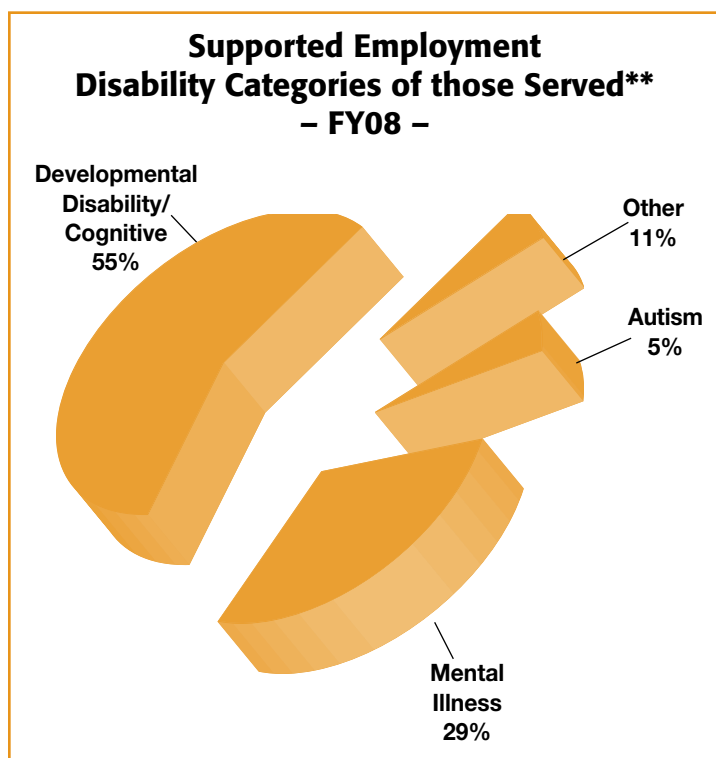


Figure 4

## Supported Employment Services (continued)

### Supported Employment Ethnicity and Gender of those Served\*\* – FY08 –

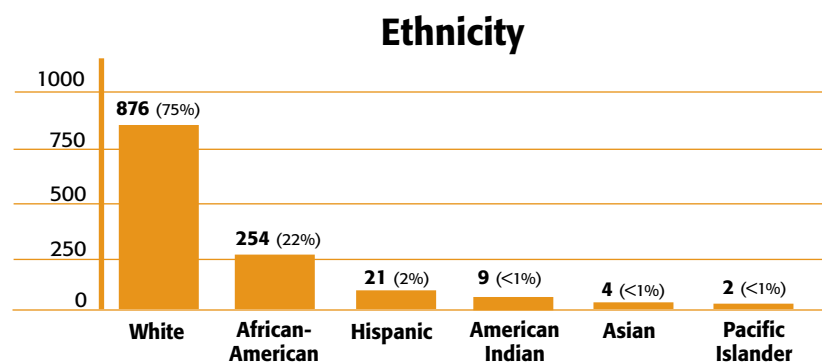


Figure 5

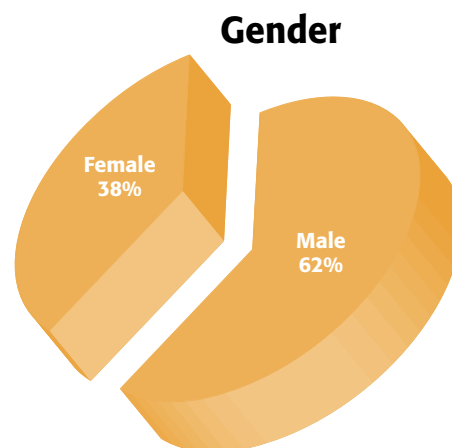


Figure 6

### Other Supported Employment Statistics – FY08 –

Average cost of job coaching services per consumer .....	\$2,531**
Average cost of assessment services per consumer .....	\$1,407**
Average cost of job development services per consumer .....	\$1,290**
<b>Average hourly wage per consumer .....</b>	<b>\$7.00</b>
<b>Average hours per week worked per consumer .....</b>	<b>24</b>
Success rate .....	73 percent**
Successful closures .....	849
Unsuccessful closures after services rendered ..	317

Figure 7

**\*\*Numbers are based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SE services.**

# Assistive Technology

In FY08, the Division provided a variety of assistive technology services, devices and equipment to 704 individuals, who received services and exited the program, for a total cost of \$2,502,695.

Assistive devices are purchased by the Division to assist consumers with increasing, maintaining or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices could be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of devices include prosthetic and orthotic equipment, hearing aids, wheelchairs and other powered mobility equipment. Assistive technology services include evaluation, design, customization, adaptation, maintenance, repair, therapy and technical training.

VR has identified assistive technology as a priority for the Division. Goal 2 of VR's state plan is to "increase utilization of assistive technology services with consumers." The following are some of the strategies created to achieve this goal:

- work with CRPs and other partnering agencies to develop and sponsor ongoing training in assistive technology services.
- VR's assistive technology specialists will provide technical assistance to VR counselors throughout the state.
- VR staff will participate in activities, training programs and conferences sponsored by Missouri Assistive Technology (MoAT).



Sadye Gartland, counselor III in the St. Louis West VR office and state consultant for assistive technology, spoke about assistive technology services at the May SRC meeting.

VR has appointed an assistive technology team to help consumers meet their assistive technology needs. The team will focus on best case practices, ongoing training, vehicle modification guidelines, drivers' training and customer fees for assistive devices. Also, a VR staff member represents the Division on the MoAT Advisory Council.

In April 2008, MoAT sponsored the statewide Power Up 2008 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff and other professionals in the rehabilitation field. The Division was an exhibitor, and twenty-two of its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.

# Underserved Populations and Workplace Diversity

Improving services for underserved populations and workplace diversity are two significant priorities for the Division and the Council. Figure 8 (page 21) reflects the closure percentages by race for FY07 and FY08. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful. The Division remains committed to improving services, increasing employment outcomes and reducing the number of consumers from underserved populations who drop out prior to receiving services.

## Cultural Diversity and Underserved Populations

During FY08, the Division provided joint training sessions with community rehabilitation programs on a variety of cultural diversity topics such as immigration, workplace diversity, serving diverse clientele, Hispanic diversity and communication, and issues in deaf culture.

VR conducted a comprehensive assessment of needs that revealed individuals with autism and autism spectrum disorders are underserved. As a result, VR is initiating Innovation and Expansion (I&E) grants with CRPs to provide services to this underserved population. The assessment also indicated that individuals with disabilities from Hispanic communities are underserved. The assessment revealed that VR services are not reaching many individuals in the Hispanic population, while multiple Missouri counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The Division continues to utilize the following strategies to address this area of need:

- The Division funds two Innovation and Expansion (I&E) grants with CRPs to increase services for the Hispanic population in Missouri. These I&E grants were awarded to AO Employment Services of Springfield and Jewish Vocational Service of Kansas City. Both CRPs serve particular counties that have a high proportion of Hispanic residents. The grants facilitate outreach in the Hispanic community, cultivate new referral sources and assist individuals with employment services.
- The Division continues to utilize an in-service training grant from the Rehabilitation Services Administration that is earmarked for staff development and outreach activities to better serve people from Hispanic and underserved communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Jefferson City and Kansas City Downtown VR offices.
- The Division employed a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs and establish outreach strategies for consumers from diverse cultures. During FY08, the diversity consultant worked with division counselors in the southeast Missouri area to assist with serving clients from diverse cultures.
- The Division's advisory committee, composed of CRP staff, the diversity consultant and other VR district office staff, meets throughout the year to develop strategies for serving individuals from diverse cultures.



VR and the University of Missouri Technical Assistance and Continuing Education Department co-sponsored a training on autism in July. Matt Stoelb of the University's Thompson Center presented "Supporting Individuals with Autism in the World of Work" to VR counselors, providers, and staff from DMH and DESE.

## Underserved Populations and Workplace Diversity (continued)

<b>Closure Percentages by Ethnicity*</b> (comparison of FY07 and FY08 consumers)						
Status	White		African-American		Other	
Successful employment outcomes	82%	81%	15%	16%	3%	3%
Closed unsuccessful after services	74%	74%	23%	22%	3%	4%
Closed after eligibility before services	75%	74%	22%	22%	3%	4%
	FY07	FY08	FY07	FY08	FY07	FY08

\*Percentages reflect the total number of consumers in each status.

Figure 8

### Diversity in the Workplace

The Division continues to work hard to recruit, hire and maintain a diverse workforce. Figure 9 shows the specific categories of division employees as of Sept. 30, 2008.

The Division recruits individuals with culturally diverse backgrounds. All job openings are listed with the Division's and Missouri Career Source's Web pages and are sent to the Centers for Independent Living. Vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities, such as Lincoln University in Jefferson City, Mo.; Southern University in Baton Rouge, La.; Fort Valley State College in Fort Valley, Ga.; and Jackson State University in Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The Division continues to participate in recruitment activities, career fairs and various community programs.

#### Employee Diversity FY08

<b>Employees with Disabilities</b>	
Counselors .....	21%
District and assistant supervisors .....	7%
Administrators .....	15%
Total professional staff .....	18%
Support staff .....	13%
<b>Minority Employees</b>	
Counselors .....	12%
African-American .....	10%
Other .....	2%
District and assistant supervisors .....	11%
Administrators .....	6%
African-American .....	6%
Total professional staff .....	11%
Support staff .....	21%
African-American .....	16%
Other .....	5%

Figure 9

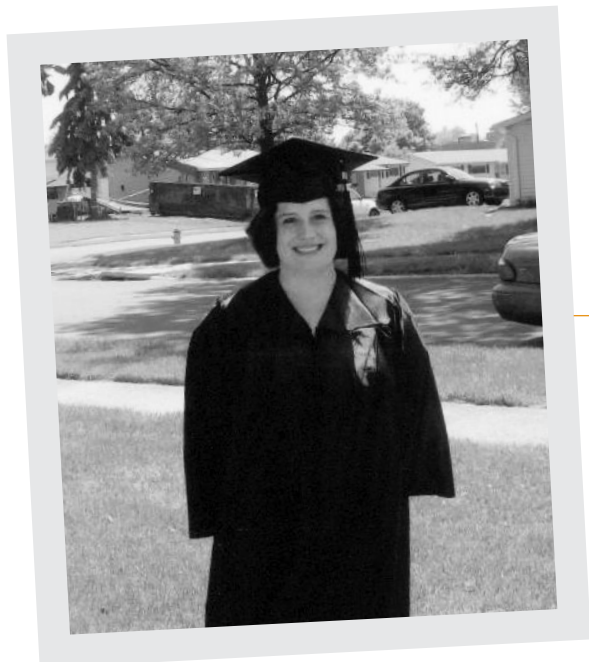
Richard Presberry, VR's diversity consultant, conducted a September diversity training in Jefferson City for VR staff and providers.



The Division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the Division. At the time of this report, approximately 21 percent of the counselor positions are held by persons with disabilities.

In addition to the Division's recruitment efforts, all staff participate in cultural diversity training that is provided during New Employee Orientation and is also held throughout the year with the CRPs/SESPs. This past year, joint trainings were held in Jefferson City, Cape Girardeau and Springfield. This ongoing training has received positive feedback and is an outcome of one of the Cultural Diversity Team's recommendations. Diversity training continues to be an integral part of the Division's professional development activities.





## Stephanie Everett

An eternal optimist, Stephanie Everett's glass is always half full, never half empty. Her clouds always have a silver lining, and she can find joy from sorrow and miracles out of ruins.

**At the age of 19,** Everett looked forward to mapping out her life. She had a plan. She was working full time and was a full-time student at Sanford-Brown College. She was excited about an upcoming career in business. But, her future plans came to an abrupt end without warning and without reason.

In October 2002, Everett had a brain aneurysm. She suffered a seizure while walking into a St. Louis grocery store. Other than mild sinus pressure earlier that week, she did not feel ill or have a bad headache beforehand. She was rushed to DePaul Health Center and remembered nothing until waking up with an emergency crew surrounding her.

"I thought I was going to die," Everett said.

Tests revealed the aneurysm's existence. Doctors performed surgery to clip the aneurysm, but afterward Everett was not doing well. Then, she had a stroke on her left side. Her limbs went numb. Before she could begin to recover, she suffered two more strokes, one on each side of her body. Hydrocephalus (too much fluid on her brain) resulted from the strokes. She could no longer walk.

Fortunately, Everett's cognition was intact except for some short-term memory loss. She returned for more surgery a month later to place a shunt to control the hydrocephalus. In December 2002, Everett began outpatient therapy at SSM Rehab in Hazelwood, where she received physical therapy, occupational therapy and speech therapy. She worked

hard on her memory and math skills. Within a month, she was walking with a walker and a cane.

"The fact that I can even walk is a miracle in itself," Everett said.

By June 2003, Everett had completed her therapy. She was referred to Vocational Rehabilitation and began working with Debbie Mayes, a counselor III in the St. Louis North office.

"Debbie is an awesome lady," Everett said. "She's very good at what she does. A truly, truly amazing person."

Mayes sent Everett in for neuropsychiatric and vocational evaluations. Results revealed that Everett was a good candidate to return to school, but a career in business no longer appealed to her. Instead, she wanted to help other people who had endured experiences similar to her own.

Everett decided to become an occupational therapy assistant. VR paid for her tuition at St. Louis Community College and St. Charles Community College, and she received her associate degree in July 2007. VR also paid for hand controls in Everett's car, which were necessary because of the numbness in her lower extremities.

"I couldn't go to school and work at the same time," said Everett, thankful for the assistance she received. "VR took the stress off of me."

After graduation, Everett set out on a job search in her field that eventually led her back to SSM Rehab, this time in Lake St. Louis. In January 2008,

she took a job helping people to learn what she had to relearn herself. She answers their questions and calms their fears using firsthand experience, and her patients respect her for it.

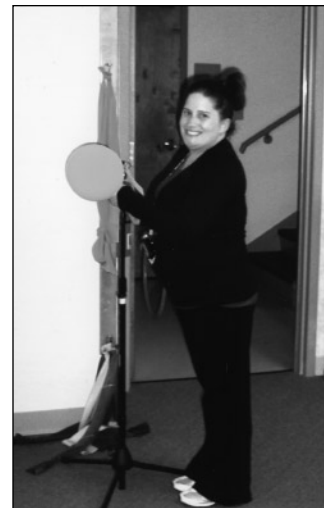
Mayes could not be happier for her; the VR counselor always enjoyed working with Everett.

"Stephanie always had a smile on her face," Mayes said. "She was always cheerful. I can only imagine how much she brightens her patients' days now."

"Everett admits that for a brief period while she was hospitalized, she doubted that she would ever walk again. Because she had a great family, a wonderful therapist and people who prayed for her, she got through it by taking things one day at a time.

"I talk (VR) up to my patients all the time," Everett said. "I tell them, 'You don't understand how good of a program it is. They help transition you back into work.'"

Six years after the events that changed her life, Everett continues to map out her plans by looking forward. She hopes to pursue a master's degree at a nonresidential program in Tennessee that would allow her to work full time at SSM. She is also making arrangements to move out of her parents'



Stephanie Everett works as an occupational therapy assistant.

home, which she shares with two younger brothers. She is ready to be on her own.

"I'm very fortunate that I have my mind and I got my legs back," she said. "I lucked out this way. It's funny. It's the *how*. I had to have an aneurysm and three strokes. But I'm not bitter about it. I'm very happy that it happened. It makes me who I am. And I wouldn't be the therapist I (am) if it didn't happen to me." ■



## Maurice Puckett

After a gunshot wound paralyzed Puckett from the waist down, he attended barber school with assistance from Vocational Rehabilitation. VR also provided him with a power chair perfectly suited for his new career as a barber.

**It was fall 2006** when Maurice Puckett's life in St. Louis took an unexpected turn. At the age of 23, Puckett was shot in the back; the injury to his lower spine left him paralyzed from the waist down.

"I was in the wrong place at the wrong time,"

Puckett said.

After his hospitalization, Puckett went to The Rehabilitation Institute of St. Louis for therapy. During his month-long stay, he was given information on Vocational Rehabilitation. Sadye Gartland, →

counselor III in the St. Louis West VR office and state consultant for assistive technology, began working with Puckett to help him re-enter the workforce, and Puckett said that “The ball has been rolling ever since.”

While he knew he would need financial help, Puckett’s career goal was never in doubt.

“I knew right away that barbering was what I wanted to do,” he said. “I had a passion for it since I was eight.” This childhood passion would soon become his livelihood. VR paid for Puckett’s barber school tuition, including his barbering tools, and for the installation of hand controls for his car. VR also provided Puckett with a power chair especially suited for his work as a barber.

“It was a blessing (Gartland) came along,” Puckett said. “I wanted to go to school to learn barbering so that I could work for myself. Barbering is a very lucrative business.”

Puckett attended the Missouri School of Barbering and Hairstyling in St. Louis. Director Margie Siems said, “This was the first time we had worked with VR. The experience was great, and the

communication was good.”

Siems said that she and others at the school had a learning experience as well. They had to make adjustments to some of the equipment and work areas for Puckett’s power chair. Now the school is wheelchair accessible. “He’s a good barber,” Siems said of Puckett. “He is personable, and people like him.”

Puckett graduated in the summer of 2008 and had already secured a job at Initram, a barbershop in St. Louis, before leaving school. His long-term vision includes running his own shop, but before that he wants to gain experience and learn how to run a business.

Puckett used his own ingenuity to find the resources and assistance necessary to make his childhood dream a reality, but he said that “without VR, I don’t know where I’d be.”

“The most exciting part of working is that I did it with few complications,” Puckett said. “It can be done by anyone. Anything is possible if you put your mind to it.” ■



Donald Tanner, a customer at the Missouri School of Barbering and Hairstyling in St. Louis, receives a haircut from Maurice Puckett.



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# Consumer Satisfaction

The SRC's Program Evaluation Committee continues to survey and monitor consumer satisfaction.

Postage-paid survey cards are mailed to a random sample of closed cases — cases closed either before or after receiving services.

Consumer feedback continued to be positive during FY08. For example, of the consumers surveyed who received services, 98 percent felt that they were treated with respect; 93 percent reported that information and services were readily available. All of the results are categorized in groups such as statewide totals, disabilities, gender, race, etc. The Division surveyed 1,945 consumers who received services. Their response rate was 32 percent. Survey results are listed on page 27. Separate survey results for eligible consumers who left the program before receiving services can be found on page 28. Eighteen percent of the 2,525 surveyed consumers responded.

A sample of consumer comments taken from completed survey cards can be found below.

## FY08 CONSUMER COMMENTS

“ I am extremely grateful to my VR counselor.  
She is quite an inspiration to me.

I think everything was very professional,  
and I was treated very well!

They did a great job helping and caring for me.

If it were not for the services I receive, I would  
be unable to continue my job.

They helped me the way I needed.  
I would recommend them to others.

They treated me very well,  
and I wouldn't want it any different. ”

## Consumer Satisfaction (continued)

### Survey Results for Consumers Who Received Services

(specific group responses to survey cards distributed during FY08)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	629	98%	2%	93%	7%	88%	12%	92%	8%	78%	22%	87%	13%	91%	9%	85%	15%
Persons with significant disabilities*	624	98%	2%	93%	7%	88%	12%	92%	8%	78%	22%	87%	13%	91%	9%	89%	11%
Successful employment outcomes	448	99%	1%	95%	5%	92%	8%	94%	6%	84%	16%	92%	8%	95%	5%	93%	7%
Unsuccessful closures after services	181	90%	10%	85%	15%	74%	26%	82%	18%	51%	49%	66%	34%	76%	24%	74%	26%
African-Americans*	103	97%	3%	91%	9%	88%	12%	91%	9%	75%	25%	85%	15%	86%	14%	84%	16%
Males*	312	98%	2%	94%	6%	88%	12%	91%	9%	76%	24%	85%	15%	90%	10%	89%	11%
Females*	317	97%	3%	93%	7%	88%	12%	92%	8%	80%	20%	89%	11%	93%	7%	88%	12%
Supported employment employees*	108	98%	2%	95%	5%	94%	6%	95%	5%	86%	14%	89%	11%	89%	11%	89%	11%
Persons with mental retardation*	86	100%	0%	99%	1%	99%	1%	94%	6%	90%	10%	94%	6%	94%	6%	96%	4%
Persons with mental illness*	111	94%	6%	88%	12%	80%	20%	86%	14%	73%	27%	81%	19%	88%	12%	89%	11%
Persons with deafness/hard of hearing*	103	100%	0%	97%	3%	95%	5%	94%	6%	89%	11%	98%	2%	99%	1%	95%	5%
Persons with traumatic brain injury*	14	100%	0%	100%	0%	80%	20%	100%	0%	67%	33%	70%	30%	80%	20%	75%	25%
Persons with alcohol/drug dependency*	12	100%	0%	75%	25%	75%	25%	100%	0%	75%	25%	75%	25%	67%	33%	50%	50%
Persons with specific learning disabilities*	34	95%	5%	86%	14%	90%	10%	95%	5%	60%	40%	76%	24%	86%	14%	83%	17%
Persons with orthopedic impairments*	12	96%	4%	96%	4%	86%	14%	88%	12%	74%	26%	85%	15%	90%	10%	87%	13%

\*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

\*\*Individuals who responded "NA" are not included in the percentages shown.

## Consumer Satisfaction (continued)

### Survey Results for Consumers Who Left the VR Program Before Services

(specific group responses to survey cards distributed during FY08)

	Total responses received	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
		AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
<b>Statewide total of responses</b> (percentage is the number divided by the total number of who agreed and disagreed)	451	89%	11%	80%	20%	74%	26%	79%	21%	77%	23%	74%	26%
Persons with significant disabilities*	433	89%	11%	81%	19%	76%	24%	80%	20%	78%	22%	74%	26%
African-Americans*	103	88%	12%	80%	20%	68%	32%	78%	22%	73%	27%	73%	27%
Males*	259	90%	10%	81%	19%	73%	27%	78%	22%	77%	23%	75%	25%
Females*	192	87%	13%	78%	22%	75%	25%	79%	21%	77%	23%	72%	28%
Persons with mental retardation*	76	91%	9%	77%	23%	77%	23%	79%	21%	76%	24%	66%	34%
Persons with mental illness*	129	82%	18%	72%	28%	64%	36%	70%	30%	71%	29%	66%	34%
Persons with deafness/hard of hearing*	11	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%	100%	0%
Persons with traumatic brain injury*	17	100%	0%	83%	17%	83%	17%	92%	8%	83%	17%	71%	29%
Persons with alcohol/drug dependency*	14	75%	25%	75%	25%	75%	25%	75%	25%	75%	25%	50%	50%
Persons with specific learning disabilities*	17	100%	0%	100%	0%	75%	25%	100%	0%	100%	0%	100%	0%
Persons with orthopedic impairments*	2	93%	7%	87%	13%	77%	23%	84%	16%	82%	18%	50%	50%

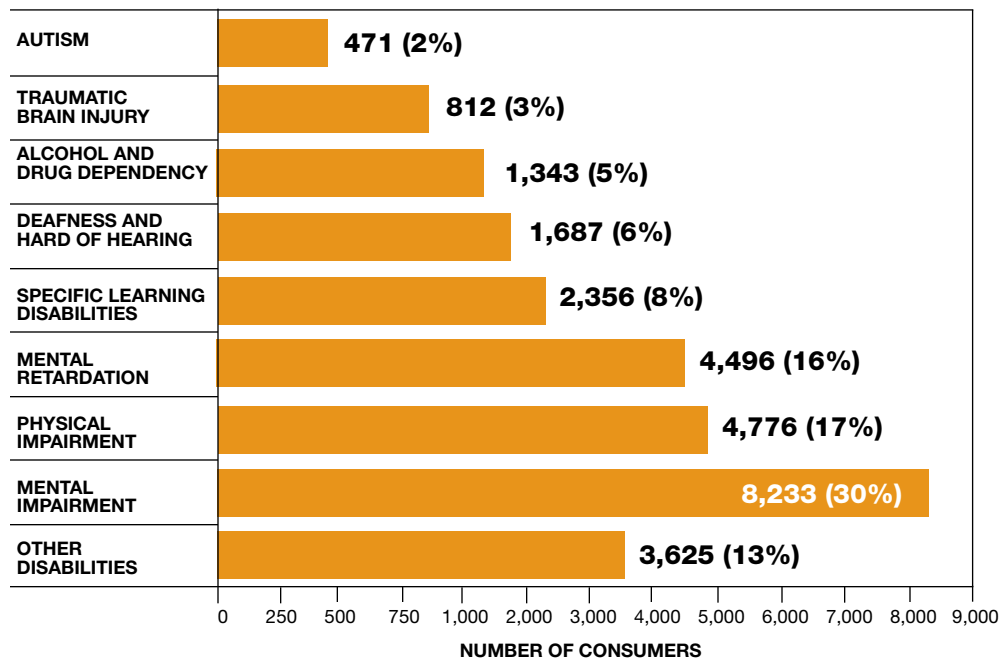
\*Total responses of eligible consumers who have left the program before receiving services.

\*\*Individuals who responded "NA" are not included in the percentages shown.

# Disability Categories OF THE 27,799 ELIGIBLE CONSUMERS

## Fiscal Year 2008

TYPES OF DISABILITY

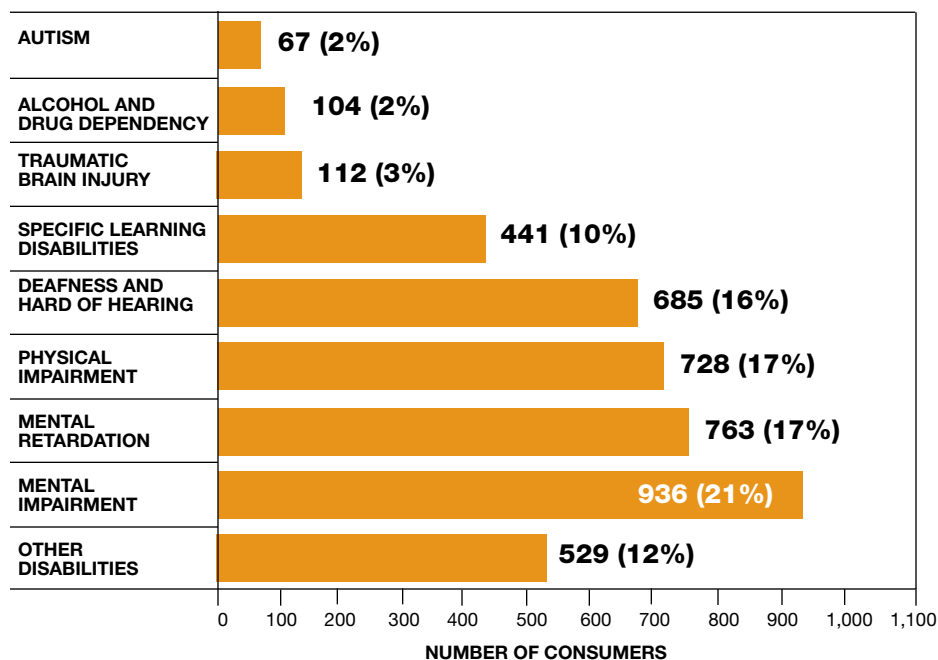


# Disability Categories

OF THE 4,365 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

## Fiscal Year 2008

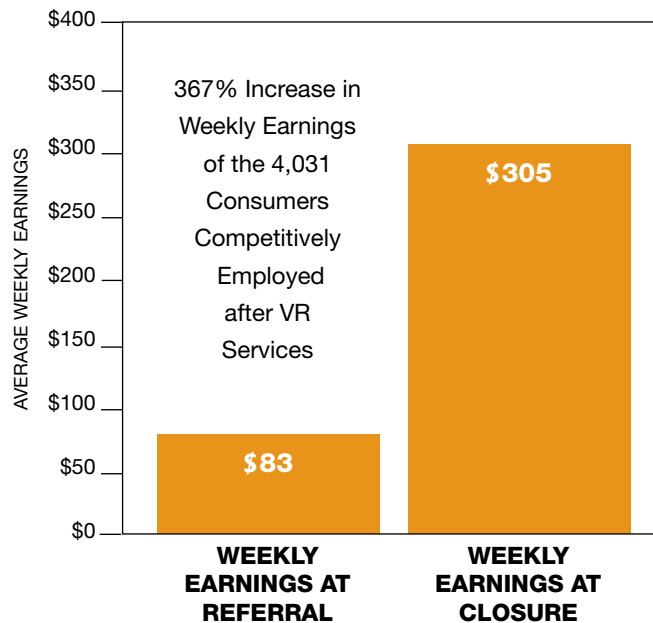
TYPES OF DISABILITY



# Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2008



With an increase in average weekly earnings of \$222 for the 4,031 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$46,533,864.

## Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2008

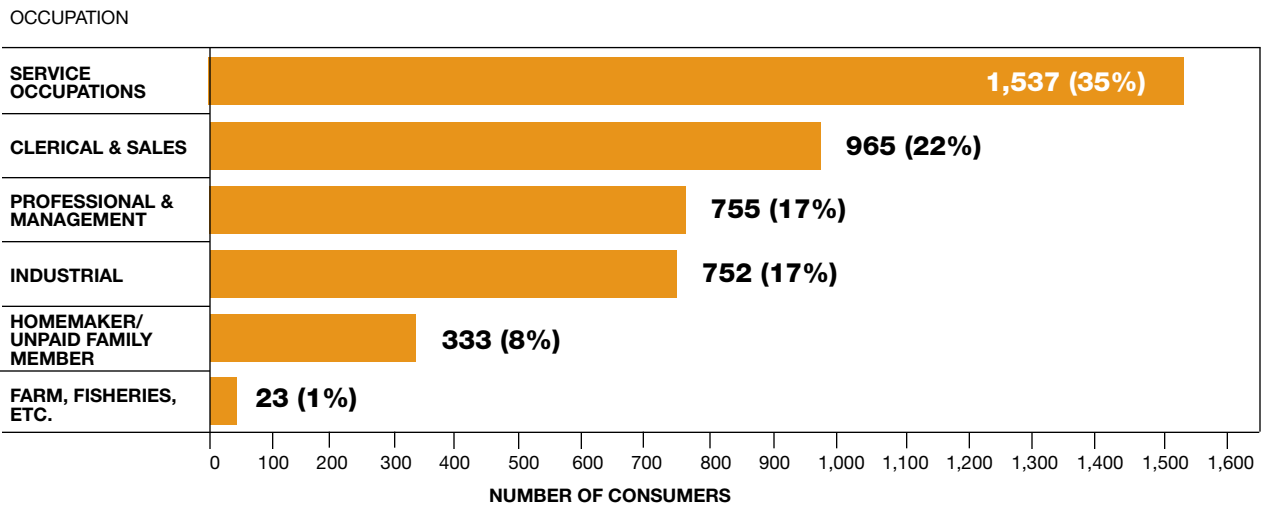
GENDER	Number	Percentage
Male	2,374	54%
Female	1,991	46%
<b>Total</b>	<b>4,365</b>	<b>100%</b>

ETHNICITY	Number	Percentage
White	3,517	81%
African-American	713	16%
Hispanic	65	1%
American Indian	43	1%
Asian	20	<1%
Pacific Islander	7	<1%
<b>Total</b>	<b>4,365</b>	<b>100%</b>

AGE	Number	Percentage
Less than 20 years	610	14%
20 through 34	1,464	34%
35 through 44	784	18%
45 through 64	1,259	29%
65 and over	248	5%
<b>Total</b>	<b>4,365</b>	<b>100%</b>

# Occupations OF 4,365 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

## Fiscal Year 2008



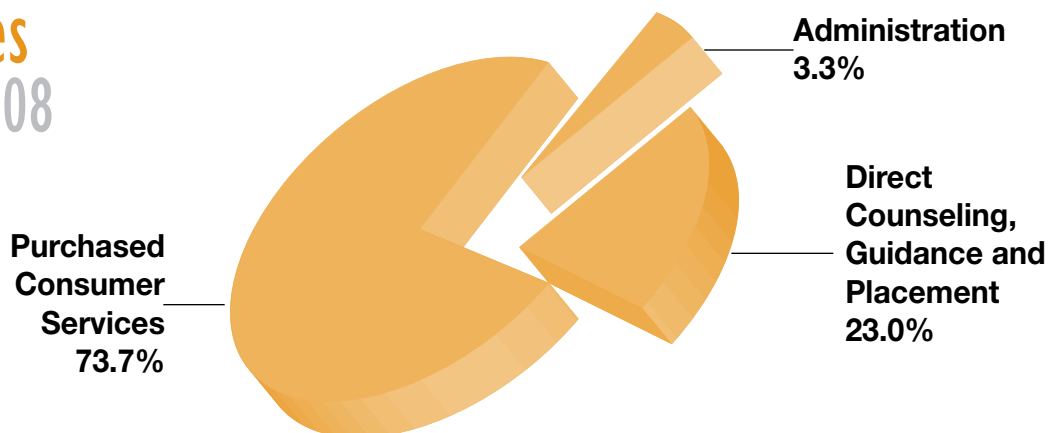
# Standards AND PERFORMANCE INDICATORS REPORT

## Fiscal Year 2008

INDICATORS	Federal Standards	Missouri VR Results
1.1 Change in Employment Outcomes	≥ previous year	+85
1.2 Percent of Employment Outcomes	55.8%	67.1%
1.3 Competitive Employment Outcomes	72.6%	92.3%
1.4 Competitive Employment Outcomes with a Significant Disability	62.4%	99.1%
1.5 Ratio of Exit Wage to State Average Pay	.52	.53
1.6 Difference in the Exiter vs. Application Income as a Single Source of Support	53%	55.9%
2.1 Service Rate of Minority to Non-Minority Individuals with Disabilities	.80	.90

# Expenditures

## Fiscal Year 2008



# Centers for Independent Living

## **Access II Independent Living Center**

611 W. Johnson Street  
Gallatin, MO 64640-1280  
Debby Hawman, Executive Director  
Phone: (660) 663-2423  
TTY: (660) 663-2663  
Fax: (660) 663-2517  
Web site: [www.accessii.org](http://www.accessii.org)

## **Boothel Area Independent Living Center**

719 Teaco Road (63857-3741)  
P.O. Box 326  
Kennett, MO 63857-0326  
Tim Shaw, Executive Director  
Phone & TTY: (573) 888-0002  
Toll free: (888) 449-0949  
Fax: (573) 888-0708  
Web site: [www.bails.org](http://www.bails.org)

## **Delta Center for Independent Living**

5933 Highway 94 South, Suite 107  
St. Charles, MO 63304-5608  
Nancy Murphy, Executive Director  
Phone & TTY: (636) 926-8761  
Toll free: (866) 727-3245  
Fax: (636) 447-0341  
Web site: [www.dcil.org](http://www.dcil.org)

## **Disabled Citizens Alliance for Independence**

#8 Missouri Avenue (65566-8633)  
P.O. Box 675  
Viburnum, MO 65566-0675  
Rich Blakley, Executive Director  
Phone: (573) 244-5402  
TTY: (573) 244-3315  
Fax: (573) 244-5609  
E-mail: [dcitizen@misn.com](mailto:dcitizen@misn.com)

## **Disability Resource Association**

420B S. Truman Boulevard  
Crystal City, MO 63019-1726  
Craig Henning, Executive Director  
Phone: (636) 931-7696  
TTY: (636) 937-9016  
Fax: (636) 937-9019  
Web site: [www.disabilityresourceassociation.org](http://www.disabilityresourceassociation.org)

## **Heartland, Inc.**

1010 Highway 28 West  
P.O. Box 578  
Owensville, MO 65066-0578  
Lorri Waldron-Hall, Executive Director  
Phone: (573) 437-5100  
Fax: (573) 437-5111  
E-mail: [hilc@fidnet.com](mailto:hilc@fidnet.com)

## **Independent Living Center of Southeast MO**

511 Cedar Street  
Poplar Bluff, MO 63901-7301  
Bruce Lynch, Executive Director  
Phone & TTY: (573) 686-2333  
Toll free: (888) 890-2333  
Fax: (573) 686-0733  
Web site: [www.ilcsemo.org](http://www.ilcsemo.org)

## **Independent Living Resource Center**

3620 W. Truman Boulevard  
P.O. Box 6787  
Jefferson City, MO 65102-6787  
Stephanie Cox, Executive Director

Phone: (573) 556-0400  
TTY: (573) 634-3876  
Toll free: (877) 627-0400  
Fax: (573) 556-0402  
Web site: [www.ilrcjcmo.org](http://www.ilrcjcmo.org)

## **Living Independently for Everyone**

725 E. Karsch Boulevard (63640-3006)  
P.O. Box 967  
Farmington, MO 63640-0967  
Tim Azinger, Executive Director  
Phone: (573) 756-4314  
TTY: (573) 760-1402  
Toll free: (800) 596-7273  
Fax: (573) 756-3507  
Web site: [www.lifecilmo.org](http://www.lifecilmo.org)

## **Midland Empire Resources for Independent Living**

4420 S. 40th Street  
St. Joseph, MO 64503  
JC Dollar, CEO  
Phone: (816) 279-8558  
TTY: (816) 279-4943  
Toll free: (800) 242-9326  
Fax: (816) 279-1550  
Web site: [www.meril.org](http://www.meril.org)

## **North East Independent Living Services**

909 Broadway, Suite 350  
Hannibal, MO 63401-3673  
Polly Nicholson, Executive Director  
Phone & TTY: (573) 221-8282  
Toll free: (877) 713-7900  
Fax: (573) 221-9445  
Web site: [www.neilscnter.org](http://www.neilscnter.org)

## **On My Own, Inc.**

111 N. Elm Street  
Nevada, MO 64772-2609  
Jennifer Gundy, Executive Director  
Phone: (417) 667-7007  
Toll free: (800) 362-8852  
Fax: (417) 667-6262  
Web site: [www.onmyown.com](http://www.onmyown.com)

## **Ozark Independent Living**

109 Aid Avenue  
West Plains, MO 65775-3529  
Cindy Moore, Executive Director  
Phone: (417) 257-0038  
Toll free & TTY: (888) 440-7500  
Fax: (417) 257-2380  
Web site: [www.ozarkcil.com](http://www.ozarkcil.com)

## **Paraquad, Inc.**

5240 Oakland Avenue  
St Louis, MO 63110-1436  
Bob Funk, Executive Director  
Phone: (314) 289-4200  
TTY: (314) 289-4252  
Fax: (314) 289-4201  
Web site: [www.paraquad.org](http://www.paraquad.org)

## **Rural Advocates for Independent Living**

1100 S. Jamison Street  
Kirksville, MO 63501-3944  
Theresa Myers, Executive Director  
Phone: (660) 627-7245

TTY: (660) 627-0614  
Toll free: (888) 295-6461  
Fax: (660) 665-9849  
E-mail: [center@cableone.net](mailto:center@cableone.net)

## **SEMO Alliance for Disability Independence, Inc.**

1913 Rusmar Avenue  
Cape Girardeau, MO 63703-5702  
Miki Gudermuth, Executive Director  
Phone & TTY: (573) 651-6464  
Toll free: (800) 898-7234  
Fax: (573) 651-6565  
Web site: [www.sadi.org](http://www.sadi.org)

## **Services for Independent Living**

1401 Hathman Place  
Columbia, MO 65201-5552  
Aimee Wehmeier, Executive Director  
Phone: (573) 874-1646  
TTY: (573) 874-4121  
Fax: (573) 874-3564  
Web site: [www.silcolumbia.org](http://www.silcolumbia.org)

## **SW Center for Independent Living**

2864 S. Nettleton Avenue  
Springfield, MO 65807-5970  
Gary Maddox, Executive Director  
Phone & TTY: (417) 886-1188  
Toll free: (800) 676-7245  
Fax: (417) 886-3619  
Web site: [www.swcil.org](http://www.swcil.org)

## **The Independent Living Center, Inc.**

1001 E. 32nd Street  
Joplin, MO 64804-2809  
Jeff Flowers, Executive Director  
Phone: (417) 659-8086  
TTY: (417) 659-8702  
Toll free: (800) 346-8951  
Fax: (417) 659-8087  
Web site: [www.ilcenter.org](http://www.ilcenter.org)

## **The Whole Person, Inc.**

3420 Broadway, Suite 105  
Kansas City, MO 64114  
David Robinson, Executive Director  
Phone: (816) 561-0304  
TTY: (816) 627-2201  
Toll free: (800) 878-3037  
Fax: (816) 753-8163  
Web site: [www.thewholeperson.org](http://www.thewholeperson.org)

## **Tri-County Center for Independent Living**

1420 Highway 72 East  
Rolla, MO 65401  
Victoria Evans, Executive Director  
Phone & TTY: (573) 368-5933  
Fax: (573) 368-5991  
Web site: [www.tricountycenter.com](http://www.tricountycenter.com)

## **West-Central Independent Living Services**

710 N. College, Suite D  
Warrensburg, MO 64093-1220  
Jerry Seeley, Executive Director  
Phone: (660) 422-7883  
TTY: (660) 422-7894  
Toll free: (800) 236-5175  
Fax: (660) 422-7895  
Web site: [www.w-ils.org](http://www.w-ils.org)



# Community Rehabilitation Program Providers

## **Adult Vocational Services of Jefferson County, Inc.**

12 Municipal Drive, Suite A  
Arnold, MO 63010-1036  
Annette Kendrick, Director  
Phone: (636) 282-4477  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## **AO Employment Services**

2626 W. College Road  
Springfield, MO 65802-4637  
Bontiea Goss, Chief Operating Officer  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: www.aoinc.org

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## **Center for Human Services – CHS Jobs**

1500 Ewing Drive  
Sedalia, MO 65301-2396  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 826-4400  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## **Independence Center**

4245 Forest Park Avenue  
St. Louis, MO 63108-2810  
Mike Keller, Executive Director  
Phone: (314) 533-4245  
Fax: (314) 533-7773  
Web site: www.independencecenter.org

## **Jewish Vocational Service**

1608 Baltimore Avenue  
Kansas City, MO 64108-1303

Joy Foster, Executive Director  
Phone: (816) 471-2808  
TTY: (816) 471-7461  
Fax: (816) 471-2930  
Web site: www.jvskc.org

## **Job Point**

2116 Nelwood Drive  
Columbia, MO 65202-2309  
Michael C. Fester, President/CEO  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.jobpointmo.org

- *Job Point East Satellite*  
Wright City, MO
- *Job Point North Satellite*  
Moberly, MO
- *Job Point Resource Center Branch*  
Columbia, MO
- *Job Point South Branch*  
Jefferson City, MO
- *Job Point West Branch*  
Sedalia, MO
- *Job Point Wilkes Center Branch*  
Columbia, MO

## **Kirkville Area Technical Center**

1103 S. Cottage Grove Avenue  
Kirkville, MO 63501-3977  
Terri Jones, Director  
Phone: (660) 665-2865  
Fax: (660) 626-1477  
Web site: www.kirkville.k12.mo.us/Tech\_Center/

## **MERS/Missouri Goodwill Industries**

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103-1703  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Farmington*  
Farmington, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*  
Brentwood, MO
- *MERS Goodwill North County Area*  
Florissant, MO
- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO

- *MERS Goodwill South County Area*  
St. Louis, MO
- *MERS Goodwill Springfield*  
Springfield, MO

## **Missouri Rehabilitation Center**

600 N. Main  
Mt. Vernon, MO 65712-1004  
Steve Patterson, Director Operations  
Phone: (417) 466-3711  
TTY: (800) 735-2966  
Fax: (417) 461-5770  
Web site: www.muhealth.org/morehab

## **The Center for Head Injury Services**

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: www.headinjuryctr-stl.org

## **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1739  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632  
Web site: www.mokangoodwill.org

- *Chillicothe Satellite*  
Chillicothe, MO
- *St. Joseph Satellite*  
St. Joseph, MO

## **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108-3403  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7985  
Web site: www.rehabkc.org

- *Independence Satellite*  
Independence, MO
- *St. Joseph Satellite*  
St. Joseph, MO
- *Warrensburg Satellite*  
Warrensburg, MO

## **Truman Employment Service**

2211 Charlotte  
Kansas City, MO 64108-2733  
John Bluford, Chief Executive Officer  
Phone: (816) 404-3500  
Fax: (816) 404-3508  
Web site: www.trumed.org

# Supported Employment Service Providers

## Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A  
Arnold, MO 63010-1036  
Annette Kendrick, Director  
Phone: (636) 282-4477  
Fax: (636) 282-0843  
E-mail: amkendrick@dsjc.org

## Alternative Community Training, Inc.

2200 Burlington Street  
Columbia, MO 65202-1987  
Mark Hassemer, Executive Director  
Phone: (573) 474-9446  
TTY: (573) 474-1199  
Fax: (573) 474-7458  
Web site: www.actservices.org

## AO Employment Services

2626 W. College Road  
Springfield, MO 65802-4637  
Bontiea Goss, Chief Operating Officer  
Phone: (417) 869-8911  
Fax: (417) 869-1625  
Web site: www.aoinc.org

- *Camdenton Satellite*  
Camdenton, MO
- *Cape Girardeau Satellite*  
Cape Girardeau, MO
- *Farmington Satellite*  
Farmington, MO
- *Joplin Satellite*  
Joplin, MO
- *Lake St. Louis Satellite*  
Lake St. Louis, MO
- *Nevada Satellite*  
Nevada, MO
- *Poplar Bluff Satellite*  
Poplar Bluff, MO
- *Rolla Satellite*  
Rolla, MO
- *St. Louis Satellite*  
St. Louis, MO
- *St. Louis South Satellite*  
Sunset Hills, MO
- *Springfield Satellite*  
Springfield, MO
- *West Plains Satellite*  
West Plains, MO

## Arthur Center

321 W. Promenade Street  
Mexico, MO 65265-2719  
Terry Mackey, President  
Phone: (573) 582-1234  
Fax: (573) 582-7304  
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*  
Options Unlimited  
Fulton, MO

- *Mexico Satellite*  
Options Unlimited  
Mexico, MO

## Audrain Handicapped Services

308 E. Jackson Street  
Mexico, MO 65265-2823  
Tim M. Crews, Executive Director  
Phone: (573) 581-8210  
Fax: (573) 581-5204  
E-mail: tmcrews@ahs.net

- *ACSES (Audrain County Supported Employment Services)*  
Mexico, MO

## Casco Area Workshop, Inc.

1800 W. Vine Street  
Harrisonville, MO 64701-4022  
Peggy Kutchback, Executive Director  
Phone: (816) 380-7359  
Fax: (816) 380-7363  
E-mail: casco-aw@embarqmail.com

## Center for Human Services – CHS Jobs

1500 Ewing Drive  
Sedalia, MO 65301-2396  
Roger A. Garlich, Executive Director/CEO  
Phone: (660) 826-4400  
Fax: (660) 827-3034  
Web site: www.chs-mo.org

## Choices for People Center for Citizens with Disabilities

1815 Forum Drive  
Rolla, MO 65401-4511  
Bob Pellegrin, Executive Director  
Phone: (573) 364-7444  
TTY: (800) 735-2966  
Fax: (573) 364-5370  
Web site: www.choicesforpeoplecenter.org

## College for Living

Paraquad  
5240 Oakland Avenue  
St. Louis, MO 63110-1436  
Guan Hollins, Director  
Phone: (314) 289-4220  
Fax: (314) 567-1559  
Web site: www.paraquad.org

## Community Employment, Inc.

1774 1/2 S. Grant Avenue  
Springfield, MO 65807-1959  
Jenny Smith, CEO  
Phone: (417) 869-4906 or (417) 869-4907  
Fax: (417) 869-4840  
Web site: www.communityemploymentinc.net

- *Joplin Satellite*  
Joplin, MO
- *Kansas City Satellite*  
Kansas City, MO

## Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500

St. Louis, MO 63103-2377  
Mark Stansberry, Executive Director  
Phone: (314) 206-3700  
TTY: (314) 206-3837  
Fax: (314) 206-3708  
Web site: www.bjc.org

## Community Living, Inc.

1040 St. Peters Howell Road  
St. Peters, MO 63376-5259  
Barb Griffith, Executive Director  
Phone: (636) 970-2800  
Fax: (636) 970-2810  
Web site: www.cliservices.org

## Community Opportunities

44 Opportunity Court  
P.O. Box 420  
Troy, MO 63379-0420  
Mary Sullivan-Thomas, Executive Director  
Phone: (636) 462-7695  
Fax: (636) 528-5514  
E-mail: mary@macdds.org

## Community Options

801-B Washington Street  
Chillicothe, MO 64601-2231  
Joyce Jacobs, Executive Director  
Phone: (660) 646-0109  
Fax: (660) 646-2808  
E-mail: jds@cmuonline.net

## Comprehensive Mental Health Services, Inc.

10901 E. Winner Road (64052)  
P.O. Box 520169  
Independence, MO 64052-0169  
William H. Kyles, President/CEO  
Phone: (816) 254-3652  
Fax: (816) 257-2575  
Web site: www.thecmhs.com

## Developmental Center of the Ozarks

1545 E. Pythian Street  
Springfield, MO 65802-2139  
Allan McKelvy, Executive Director  
Phone: (417) 829-0850  
TTY: (800) 735-2966  
Fax: (417) 831-7539  
Web site: www.dcoonline.com

- *Taney County Satellite*  
Branson, MO

## Employment Solutions

3000 E. Chestnut Expressway, Box 11  
Springfield, MO 65802-2500  
Gene Barnes, President/CEO  
Phone: (417) 864-7887  
Fax: (417) 864-4307  
E-mail: gbarnes@thearcoftheozarks.org

- *Bolivar Satellite*  
Bolivar, MO
- *Monett Satellite*  
Monett, MO

## Supported Employment Service Providers (continued)

### **Employment Supports, Inc.**

906 N. Osage  
Nevada, MO 64772  
Amy Waldrop, Administrative Manager  
Phone: (417) 681-1266  
Fax: (417) 863-0752  
E-mail: amy-esi@sbcglobal.net

### **Endless Options, Inc.**

222 E. Davis Street  
Fayette, MO 65248-1430  
Debra Miller, Executive Director  
Phone: (660) 248-5233  
Fax: (660) 248-3779  
E-mail: endlessoptions@sbcglobal.net

### **High Hope Employment Services, Inc.**

P.O. Box 67  
Milan, MO 63556-0067  
Kim Kriegel, Executive Director  
Phone: (660) 265-4614  
Fax: (660) 265-3016  
E-mail: kimkriegel@alltel.net

### **Ideal Employment Services**

601 N. Thornton Street, Suite C  
Richmond, MO 64085-1459  
Bob McCorkendale, Manager Director  
Phone: (816) 470-7137  
Fax: (816) 776-8935  
E-mail: bobm.idealinc@gmail.com

### **Independence Center**

4245 Forest Park Avenue  
St. Louis, MO 63108-2810  
Mike Keller, Executive Director  
Phone: (314) 533-4245  
Fax: (314) 533-7773  
Web site: www.independencecenter.org

### **JESS**

7020 Chippewa Street  
St. Louis, MO 63119-5602  
Laurie Tochtrop, Executive Director  
Phone: (314) 644-1913  
Fax: (314) 644-0461  
Web site: www.jessinc.org

- *St. Peters Satellite*  
St. Peters, MO

### **Job Point**

2116 Nelwood Drive  
Columbia, MO 65202-2309  
Michael C. Fester, President/CEO  
Phone: (573) 474-8560  
Fax: (573) 474-8575  
Web site: www.jobpointmo.org

- *Job Point East Satellite*  
Wright City, MO
- *Job Point North Satellite*  
Moberly, MO
- *Job Point Resource Center Branch*  
Columbia, MO

- *Job Point South Branch*  
Jefferson City, MO
- *Job Point West Branch*  
Sedalia, MO

### **Judevine Center for Autism**

4011 Papin Street  
St. Louis, MO 63110-1731  
Rebecca Blackwell, Executive Director  
Phone: (314) 432-6200  
Fax: (314) 849-2721  
Web site: www.judevine.org

### **Learning Opportunities Quality Works, Inc.**

P.O. Box 254  
Monroe City, MO 63456-0254  
Wendy Hays, Executive Director  
Phone: (573) 735-4282  
Fax: (573) 735-2580  
Web site: www.loqw.com

- *Hannibal Satellite*  
Hannibal, MO
- *Kirkville Satellite*  
Kirkville, MO

### **Life Skills Foundation**

10176 Corporate Square Drive,  
Suite 100  
St. Louis, MO 63132-2924  
Wendy Sullivan, President  
Phone: (314) 567-7705  
Fax: (314) 567-6539  
Web site: www.lifeskills-stl.org

- *St. Charles Satellite*  
St. Charles, MO

### **MERS/Missouri Goodwill Industries**

Aftergut Center  
1727 Locust Street  
St. Louis, MO 63103-1703  
Lewis C. Chartock, Ph.D., President/CEO  
Phone: (314) 241-3464  
TTY: (314) 241-4645  
Fax: (314) 241-9348  
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*  
Cape Girardeau, MO
- *MERS Goodwill Farmington*  
Farmington, MO
- *MERS Goodwill Franklin County Area*  
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*  
Brentwood, MO
- *MERS Goodwill North County Area*  
Florissant, MO
- *MERS Goodwill Poplar Bluff*  
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*  
St. Charles, MO

- *MERS Goodwill South County Area*  
St. Louis, MO
- *MERS Goodwill Springfield*  
Springfield, MO

### **Pathways Community Behavioral Healthcare, Inc.**

1800 Community Drive  
Clinton, MO 64735-8804  
Mel Fetter, President/CEO  
Phone: (660) 885-8131  
Fax: (660) 885-2393  
Web site: www.pathwaysonline.org

### **Pike County Agency for Developmental Disabilities**

900 Independence Drive  
Bowling Green, MO 63334-2440  
Betsy Barnes, Executive Director  
Phone: (573) 324-5493  
TTY: (573) 324-3553  
Fax: (573) 324-6391  
E-mail: bbarnespccadd@sbcglobal.net

### **ReDiscover**

901 N.E. Independence Avenue  
Lee's Summit, MO 64086-5544  
Alan Flory, President/CEO  
Phone: (816) 246-8000  
Fax: (816) 246-8207  
Web site: www.rediscovermh.org

- *South Satellite*  
Kansas City, MO

### **The Center for Head Injury Services**

11786 Westline Industrial Drive  
St. Louis, MO 63146-3402  
Donna Gunning, Executive Director  
Phone: (314) 983-9230  
Fax: (314) 983-9235  
Web site: www.headinjuryctr-stl.org

### **The Helping Hand of Goodwill Industries**

1817 Campbell Street  
Kansas City, MO 64108-1739  
Larry Jones, President/CEO  
Phone: (816) 842-7425  
TTY: (816) 421-1232  
Fax: (816) 842-2632  
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*  
St. Joseph, MO

### **The Rehabilitation Institute**

3011 Baltimore  
Kansas City, MO 64108-3403  
Don Harkins, President/CEO  
Phone: (816) 751-7700  
TTY: (816) 751-7836  
Fax: (816) 751-7985  
Web site: www.rehabkc.org

## Supported Employment Service Providers (continued)

- *Independence Satellite*  
Independence, MO
- *St. Joseph Satellite*  
St. Joseph, MO
- *Warrensburg Satellite*  
Warrensburg, MO

### **St. Louis ARC**

1816 Lackland Hill Parkway, Suite 200  
St. Louis, MO 63146  
Kathleen Meath, Executive Director  
Phone: (314) 569-2211  
TTY: (314) 569-2010  
Fax: (314) 569-0778  
Web site: [www.slarc.org](http://www.slarc.org)

### **Tri-County Mental Health Services, Inc.**

3100 N.E. 83rd Street, Suite 1001  
Kansas City, MO 64119-4460  
Thomas Cranshaw, CEO  
Phone: (816) 468-7088  
Fax: (816) 468-6635  
Web site: [www.tri-countymhs.org](http://www.tri-countymhs.org)

### **Truman Employment Service**

2211 Charlotte  
Kansas City, MO 64108-2733  
John Bluford, Chief Executive Officer  
Executive Officer  
Phone: (816) 404-3500  
Fax: (816) 404-3508  
Web site: [www.trumed.org](http://www.trumed.org)

### **United Cerebral Palsy of Greater St. Louis**

8645 Old Bonhomme Road  
University City, MO 63132-3901  
Richard Forkosh, Executive Director  
Phone: (314) 994-1600  
Fax: (314) 781-1129 or (314) 994-0179  
Web site: [www.ucpstl.org](http://www.ucpstl.org)

### **United Cerebral Palsy of Northwest Missouri**

3303 Frederick Avenue  
St. Joseph, MO 64506  
Teresa Gagliano, Executive Director  
Phone: (816) 364-3836 or (800) 404-1844

Fax: (816) 390-8546  
Web site: [www.ucpnwmo.org](http://www.ucpnwmo.org)

### **Unlimited Opportunities, Inc.**

1620 W. Ashley Road (65233-2740)  
P.O. Box 239  
Boonville, MO 65233-0239  
Vicki McCarrell, Executive Director  
Phone: (660) 882-5576  
TTY: (660) 882-8339  
Fax: (660) 882-7483  
Web site: [www.uoi.org](http://www.uoi.org)

### **Vocational Services, Inc.**

935 S. Kent  
Liberty, MO 64068-2236  
Randy Hylton, Executive Director  
Phone: (816) 781-6292  
Fax: (816) 781-8797  
Web site: [www.vsiserve.org](http://www.vsiserve.org)

## Vocational Rehabilitation Offices

### **Cape Girardeau VR**

3102 Blattner Drive, Suite 103 (63703-6326)  
P.O. Box 1087  
Cape Girardeau, MO 63702-1087  
Phone: (573) 290-5788  
Fax: (573) 290-5921  
Toll free: (877) 702-9883  
TTY: (573) 290-5385  
Ron Parker, Supervisor

### **Central Office VR**

3024 Dupont Circle  
Jefferson City, MO 65109-6188  
Phone: (573) 751-3251  
Fax: (573) 751-1441  
Toll free: (877) 222-8963  
TTY: (573) 751-0881  
C. Jeanne Loyd, Assistant Commissioner

### **Chillicothe VR**

603 W. Mohawk Road  
Chillicothe, MO 64601-3919  
Phone: (660) 646-1542  
Fax: (660) 646-9741  
Toll free: (866) 572-4049  
Robert Zirfas, Supervisor

### **Columbia VR**

1500 Vandiver Drive, Suite 111  
Columbia, MO 65202-3932  
Phone: (573) 882-9110  
Fax: (573) 884-5250

Toll free: (877) 222-8961  
TTY: (573) 882-9117  
Duane Shumate, Supervisor

### **Farmington VR**

901 Progress Drive (63640-9102)  
P.O. Box 230  
Farmington, MO 63640-0230  
Phone: (573) 218-6100  
Fax: (573) 218-6107  
Toll free: (800) 640-7110  
TTY: (573) 218-6119  
Jesse Sitzes, Supervisor

### **Hannibal VR**

112 Jaycee Drive  
Hannibal, MO 63401-3673  
Phone: (573) 248-2410  
Fax: (573) 248-2409  
Toll free: (877) 222-8960  
Jo Moncrief, Supervisor

### **Jefferson City VR**

1500A Southridge Drive  
Jefferson City, MO 65109-2073  
Phone: (573) 751-2343  
Fax: (573) 526-4474  
Toll free: (866) 661-9106  
Neil Harms, Supervisor

### **Joplin VR**

801 E. 15th Street  
Joplin, MO 64804-0804

Phone: (417) 629-3067  
Fax: (417) 629-3148  
Toll free: (877) 222-8964  
Karla Bunch, Supervisor

### **Kansas City Downtown VR**

615 E. 13th Street, Room G-3  
Kansas City, MO 64106-2829  
Phone: (816) 889-2581  
Fax: (816) 889-2586  
Teresa Nianga, Supervisor

### **Kansas City East VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
Phone: (816) 622-0600  
Fax: (816) 622-0610  
Jay Robertson, Supervisor

### **Kansas City North VR**

310 N.W. Englewood Road,  
Suite 300  
Gladstone, MO 64118-4025  
Phone: (816) 467-7900  
Fax: (816) 467-7924  
Toll free: (877) 270-0198  
TTY: (877) 270-0201  
James Ankrom, Supervisor

### **Kansas City Transition VR**

243 N.W. Executive Way  
Lee's Summit, MO 64063-1842  
Phone: (816) 622-0611

## Vocational Rehabilitation Offices (continued)

Fax: (816) 622-0618  
Tamara Jaekels, Supervisor

### **Kirksville VR**

1612 N. Osteopathy, Suite B  
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Phone: (660) 785-2550  
Fax: (660) 785-2552  
Toll free: (877) 222-8962  
James Higgins, Supervisor

### **Nevada VR**

621 E. Highland, Suite 2  
Nevada, MO 64772-1088  
Phone: (417) 448-1332  
Fax: (417) 448-1351  
Toll free: (800) 598-3471  
Raymond Drake, Supervisor

### **Rolla VR**

1101 W. Kingshighway (65401-2922)  
P.O. Box 550  
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Fax: (573) 368-2382  
Toll free: (800) 890-2867  
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### **Sedalia VR**

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Fax: (660) 530-5567  
Toll free: (800) 924-0419  
Karen Wilson, Supervisor

### **Springfield North VR**

613 E. Kearney  
Springfield, MO 65803-3425  
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Fax: (417) 895-5869  
Toll free: (877) 222-8965  
TTY: (417) 895-7934  
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### **Springfield South VR**

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Toll free: (877) 222-8967  
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### **St. Charles VR**

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### **St. Joseph VR**

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St. Joseph, MO 64501-1900  
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Fax: (816) 387-2089  
Toll free: (877) 702-9876  
Yvonne Wright, Supervisor

### **St. Louis Downtown VR**

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Jeather Smith, Supervisor

### **St. Louis North VR**

4040 Seven Hills Road, Suite 257  
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Sam Townsend, Supervisor

### **St. Louis South VR**

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St. Louis, MO 63143-3709  
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Fax: (314) 877-1920  
Toll free: (877) 222-8968  
TTY: (314) 877-1942  
Toby Eckert, Supervisor

### **St. Louis West/Transition VR**

9900 Page Avenue, Suite 104 (63132-1438)  
P.O. Box 12422  
St. Louis, MO 63132-0122  
Phone: (314) 877-1500  
Fax: (314) 877-1530  
TTY: (314) 877-1524  
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### **West Plains VR**

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Phone: (417) 256-8294  
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Toll free: (877) 222-8959  
Gwen Jackson, Supervisor

## Client Assistance Program

### **Missouri Protection and Advocacy Services**

925 South Country Club Drive  
Jefferson City, MO 65109-0352  
Phone: (573) 893-3333  
Fax: (573) 893-4231  
Toll free: (800) 392-8667  
Web site: [members.socket.net/~mopasjc/MOP&A.htm](http://members.socket.net/~mopasjc/MOP&A.htm)

